

State of Hawaii
Department of Labor and Industrial Relations
Office of Community Services

Request for Proposals

LBR 903-05_16

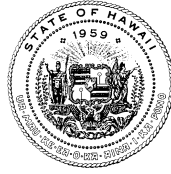
Weatherization Assistance Program for Low-Income Persons, Department of Energy Formula Grant

September 1, 2015

Note: *It is the applicant's responsibility to check the public procurement notice website, the request for proposals website, or to contact the RFP point-of-contact identified in the RFP for any addenda issued to this RFP. The State shall not be responsible for any incomplete proposal submitted as a result of missing addenda, attachments, or other information regarding the RFP.*

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September 1, 2015

REQUEST FOR PROPOSALS (RFP)

**SUBJECT: Weatherization Assistance Program for Low-Income Persons
RFP LBR 903-05_16**

Dear Applicant:

The Department of Labor and Industrial Relations, Office of Community Services, is requesting proposals from qualified applicants to provide energy efficiency and conservation measure installation and client education for individuals and households whose income is at or below 200% of the Federal Poverty Guidelines for the State of Hawaii. Funding for this service is made available through the United States Department of Energy (U.S. DOE), Weatherization Assistance Program (WAP). This program assists low-income individuals and households by creating conditions that will lower their monthly utility costs, making them more self-sufficient.

Services shall include, but are not limited to outreach, intake and eligibility determination, selection of households that will be eligible for installation of major remediation measures on the basis of comparison of clients to ascertain who is "most in need," home energy audits according to U.S. DOE standards, purchase and procurement of efficiency measures, installation of efficiency measures or procurement of sub-contractors for installation, and client education regarding the use of installed measures and general energy-saving behaviors, and post-installation check-ups to ascertain the effectiveness of the installation of major remediation measures in actually reducing household energy costs. The contract term will be from October 15, 2015, through September 30, 2016. Single or multiple contracts may be awarded under this request for proposals.

Proposals may be mailed, provided that they are postmarked by the United States Postal Service on or before September 29, 2015, and received no later than 10 days from the submittal deadline. Hand-delivered proposals shall be received no later than 4:30 p.m., Hawaii Standard Time (HST), on September 29, 2015, at the drop-off site designated on the Proposal Mail-in and Delivery Information Sheet. Proposals postmarked or hand delivered after the submittal deadline shall be considered late and rejected. There are no exceptions to this requirement.

Applicant
September 1, 2015
Page 2

The Office of Community Services will conduct an orientation on Thursday, September 10, 2015, from 1:00 p.m. to 2:00 p.m. HST, at 830 Punchbowl Street, Room 420, Honolulu, Hawaii. All prospective applicants are encouraged to attend the orientation.

The deadline for submission of written questions is 4:30 p.m. HST, on Tuesday, September 9, 2015. All written questions will receive a written response from the State on or about Friday, September 11, 2015.

Inquiries regarding this RFP should be directed to the RFP contact person, Mr. Ryan K. Kobayashi, at 830 Punchbowl Street, Room 420, Honolulu, Hawaii 96813, by telephone: (808) 586-8699, fax: (808) 586-8685, or e-mail at: ryan.k.kobayashi@hawaii.gov.

Mahalo for your interest and participation in the solicitation process. We look forward to working with you.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Rona M. Suzuki', is positioned above the printed name.

Rona M. Suzuki
Executive Director

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: Two (2) hard-copy originals plus one electronic copy of the full proposal, including all attachments, on a computer flash drive (memory stick)

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **Tuesday, September 29, 2015**, and received by the state purchasing agency no later than **10 days** after that date.

All Mail-ins

Office of Community Services
830 Punchbowl St, Rm. 420
Honolulu, HI 96813

OCS RFP COORDINATOR

Joy K. Kobayashi
Tel: (808) 586-8696
Fax: (808) 586-8685
E: joy.k.kobayashi@hawaii.gov

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE DROP-OFF SITE IDENTIFIED BELOW UNTIL **4:30 P.M., Tuesday, September 29, 2015**. Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 p.m., **September 29, 2015**

Drop-off Site

*Office of Community Services
830 Punchbowl Street, Rm. 420
Honolulu, HI 96813*

RFP Table of Contents

Section 1 Administrative Overview

I.	Procurement Timetable.....	1-1
II.	Website References	1-2
III.	Authority.....	1-2
IV.	RFP Organization	1-3
V.	Contracting Office	1-3
VI.	RFP Contact Person.....	1-3
VII.	Orientation	1-3
VIII.	Submission of Questions	1-4
IX.	Submission of Proposals.....	1-4
X.	Discussions with Applicants.....	1-7
XI.	Opening of Proposals.....	1-8
XII.	Additional Materials and Documentation.....	1-8
XIII.	RFP Amendments	1-8
XIV.	Final Revised Proposals.....	1-8
XV.	Cancellation of Request for Proposals.....	1-8
XVI.	Costs for Proposal Preparation	1-8
XVII.	Provider Participation in Planning.....	1-9
XVIII.	Rejection of Proposals	1-9
XIX.	Notice of Award	1-9
XX.	Protests.....	1-10
XXI.	Availability of Funds	1-10
XXII.	General and Special Conditions of the Contract.....	1-10
XXIII.	Cost Principles	1-11

Section 2 - Service Specifications

I.	Introduction	
A.	Overview, Purpose or Need	2-1
B.	Planning activities conducted in preparation for this RFP.....	2-2
C.	Description of the Goals of the Service	2-2
D.	Description of the Target Population to be Served.....	2-2
E.	Geographic Coverage of Service	2-3
F.	Probable Funding Amounts, Source, and Period of Availability.....	2-3
II.	General Requirements.....	2-4
A.	Specific Qualifications or Requirements	2-4
B.	Secondary Purchaser Participation	2-5
C.	Multiple or Alternate Proposals	2-5
D.	Single or Multiple Contracts to be Awarded	2-5
E.	Single or Multi-Term Contracts to be Awarded	2-6
F.	RFP Contact Person	2-6

III.	Scope of Work	2-6
A.	Service Activities	2-6
B.	Management Requirements	2-10
C.	Facilities	2-14
IV.	Compensation and Method of Payment	2-14
A.	Pricing Structure and Methodology	2-14
B.	Compensation and Method of Payment	2-14

Section 3 - Proposal Application Instructions

	General Instructions for Completing Applications	3-1
I.	Program Overview	3-1
II.	Experience and Capability	3-2
	C. Necessary Skills.....	3-2
	D. Experience	3-2
	E. Quality Assurance and Evaluation	3-2
	F. Coordination of Services	3-3
	G. Facilities	3-3
III.	Project Organization and Staffing	3-3
	A. Staffing	3-3
	B. Project Organization	3-4
IV.	Service Delivery	3-5
V.	Financial	3-6
	A. Pricing Structure	3-6
	B. Other Financial Related Materials	3-8
VI.	Other	3-8
	A. Litigation	3-8

Section 4 – Proposal Evaluation

I.	Introduction.....	4-1
II.	Evaluation Process	4-1
III.	Evaluation Criteria.....	4-2
	A. Phase 1 – Evaluation of Proposal Requirements	4-2
	B. Phase 2 – Evaluation of Proposal Application	4-2
	C. Phase 3 – Recommendation for Award	4-6

Section 5 – Attachments

Attachment A. Competitive Proposal Application Checklist
Attachment B. Sample Proposal Table of Contents
Attachment C. Proposed Outcome and Output Table

Section 1

Administrative Overview

Section 1

Administrative Overview

Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, State purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.

I. Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. If an activity on this schedule is delayed, the rest of the schedule will likely be shifted by the same number of days. Contract start dates may be subject to the issuance of a notice to proceed.

<u>Activity</u>	<u>Scheduled Date</u>
Public Hearing for WAP State Plan	July 28, 2015
Submission of WAP State Plan to Federal funders	September 1, 2015
Public notice announcing Request for Proposals (RFP)	September 1, 2015
Distribution of RFP	September 1, 2015
RFP orientation session	September 10, 2015
Closing date for submission of written questions for written responses	September 9, 2015
State purchasing agency's response to applicants' written questions	September 11, 2015
Proposal submittal deadline	September 29, 2015
Proposal evaluation period	September 30-October 1, 2015
Provider selection	October 2, 2015
Notice of statement of findings and decision	October 2, 2015
Contract start date	November 1, 2015

II. Website References

The State Procurement Office (SPO) website is <http://hawaii.gov/spo/>

For	Click on “Doing Business with the State” tab or
1 Procurement of Health and Human Services	http://hawaii.gov/spo/health-human-svcs/doing-business-with-the-state-to-provide-health-and-human-services
2 RFP website	http://hawaii.gov/spo/general/procurement-notice-for-solicitations
3 Hawaii Administrative Rules (HAR) for Procurement of Health and Human Services	http://hawaii.gov/spo/general/statutes-and-rules/procurement-statutes-and-administrative-rules
4 Forms	http://hawaii.gov/spo/statutes-and-rules/general/spo-forms
5 Cost Principles	http://hawaii.gov/spo/health-human-svcs/cost-principles-for-procurement-of-health-and-human-services
6 Standard Contract -General Conditions, AG103F13	http://hawaii.gov/spo/general/gen-cond/general-conditions-for-contracts
7 Protest Forms/Procedures	http://hawaii.gov/spo/health-human-svcs/protestsreqforreconsideration/protests-requests-for-reconsideration-for-private-providers

Non-SPO websites

(Please note: website addresses may change from time to time. If a link is not active, try the State of Hawaii website at <http://hawaii.gov>)

For	Go to
1 Hawaii Compliance Express (HCE)	https://vendors.hawaii.gov/hce/splash/welcome.html
2 Department of Taxation	http://hawaii.gov/tax/
3 Wages and Labor Law Compliance, HRS §103-55	http://capitol.hawaii.gov/hrscurrent
4 Department of Commerce and Consumer Affairs, Business Registration	http://hawaii.gov/dcca (click “Business Registration”)
5 Campaign Spending Commission	http://hawaii.gov/campaign
6 Weatherization for Low-income Persons	http://www.ecfr.gov/cgi-bin/text-idx?tpl=ecfrbrowse/Title10/10cfr440
7 Weatherization program Notices	www.waptac.org

III. Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS) Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

IV. RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview: Provides applicants with an overview of the procurement process.

Section 2, Service Specifications: Provides applicants with a general description of the tasks to be performed, delineates provider responsibilities and defines deliverables (as applicable). This section includes the compensation and payment schedule to be applied to the contract.

Section 3, Proposal Application Instructions: Describes the required format and content for the proposal application.

Section 4, Proposal Evaluation: Describes how proposals will be evaluated by the State purchasing agency.

Section 5, Attachments: Provides applicants with information and forms necessary to complete the application.

V. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

**Office of Community Services
Department of Labor and Industrial Relations, State of Hawaii
830 Punchbowl Street, Room 420
Honolulu, Hawaii 96813
Phone: (808) 586-8675 Fax: (808) 586-8685**

VI. RFP Contact Person

From the release date of this RFP until the selection of the successful provider(s), any inquiries and requests shall be directed to the sole point-of-contact identified below:

Ryan K. Kobayashi
Phone: (808) 586-8699
Fax: (808) 586-8685
Email: ryan.k.kobayashi@hawaii.gov

VII. Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

Date: Wednesday, September 10, 2015 **Time:** 1:00 p.m.
Location: Office of Community Services, Conference Room
830 Punchbowl Street, Room 420, Honolulu, HI 96813

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the State purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the subsection VIII, Submission of Questions.

VIII. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in subsection VI. Written questions should be received by the date and time specified in Section I, Procurement Timetable. The purchasing agency will respond to written questions by way of an addendum to the RFP.

Deadline for submission of written questions:

Date: Tuesday, September 9, 2015 **Time: 4:30 p.m. HST**

State agency responses to applicant written questions will be provided by:

Date: Friday, September 11, 2015

IX. Submission of Proposals

A. Forms/Formats

Forms, with the exception of program specific requirements, may be found on the State Procurement Office website referred to in subsection II, Website Reference. Refer to the Section 5, Attachments, Proposal Application Checklist, for the location of program specific forms.

1. **Proposal Application Identification (Form SPOH-200).** Provides applicant proposal identification.
2. **Proposal Application Checklist.** The checklist provides applicants specific program requirements, reference and location of required RFP proposal forms, and the order in which all proposal components should be collated and submitted to the state purchasing agency.
3. **Table of Contents.** A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
4. **Proposal Application (Form SPOH-200A).** Applicant shall submit comprehensive narratives that address all proposal requirements specified in Section 3, Proposal Application Instructions, including a cost proposal/budget, if required.

B. Program-Specific Requirements

Program-specific requirements are included in Sections 2 and 3, as applicable. Required Federal and/or State certifications are listed on the Proposal Application Checklist in Section 5.

C. Multiple or Alternative Proposals

Multiple or alternative proposals shall not be accepted unless specifically provided for in Section 2. If alternative proposals are not accepted and an applicant submits alternative proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.

D. Hawaii Compliance Express (HCE)

All providers shall comply with all laws governing entities doing business in the State. Providers are encouraged to register with HCE for online compliance verification from the Hawaii State Department of Taxation (DOTAX), Internal Revenue Service (IRS), Department of Labor and Industrial Relations (DLIR), and Department of Commerce and Consumer Affairs (DCCA). There is a nominal annual registration fee (currently \$12) for the service. The HCE's online "Certificate of Vendor Compliance (CVC)" provides the registered provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes. Refer to subsection II, Website Reference, for HCE's website address. In lieu of the CVC, valid hardcopies of required certificates shall be provided by the applicant.

1. **Tax Clearance.** Pursuant to HRS §103-53, as a prerequisite to entering into contracts of \$25,000 or more, providers are required to have a tax clearance from DOTAX and the IRS. (See subsection II, Website Reference for DOTAX and IRS website address.)
2. **Labor Law Compliance.** Pursuant to HRS §103-55, providers shall be in compliance with all applicable laws of the Federal and State governments relating to workers' compensation, unemployment compensation, payment of wages, and safety. (See subsection II, Website Reference for DLIR website address.)
3. **DCCA Business Registration.** Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations, unincorporated associations and foreign insurance companies shall be registered and in good standing with the DCCA, Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See subsection II, Website Reference for DCCA website address.)

E. Compliance with Wage Laws

If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS §103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to HRS §103-55, at the Hawaii State Legislature website.

F. Campaign Contributions by State and County Contractors

HRS §11-355 prohibits campaign contributions from certain State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. Refer to HRS §11-355. (See subsection II, Website References, for Campaign Spending Commission website address.)

G. Confidential Information

If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked CONFIDENTIAL*, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

****Note that price is not considered confidential and will not be withheld.***

The State government is not bound by a claim of confidentiality. If a claim of confidentiality is made by an applicant, and a demand is made by another party for access to that information, the State will notify the applicant before responding to the demand.

H. Proposal Submittal

Proposals may be mailed, provided that they are postmarked by the United States Postal Service on or before Tuesday, September 29, 2015, and received no later than at 4:30 p.m. on September 29, 2015. Please note that postmarking by a privately held meter, such as a Pitney-Bowes meter or a dated USPS shipping label, is deemed to be a hand-delivery, and the proposal must be received at the Hawaii OCS office by 4:30 p.m. on Tuesday, September 29, 2015. All hand-deliveries shall be received by the State purchasing agency by Monday September 29, 2015, no later than 4:30 p.m. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Proposals shall be rejected when:

1. Postmarked after the designated date; or
2. Postmarked by the designated date but not received within 10 days from the submittal deadline; or
3. If hand delivered, received after the designated date and time.

The number of copies required is stated on the Proposal Mail-In and Delivery Information Sheet above – two hard-copy originals and one complete electronic copy on a computer flash drive.

X. Discussions with Applicants

A. Prior to Submittal Deadline

Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements. For the reissuance of this RFP, proposals may be accepted without discussions, in accordance with HAR §3-143-403.

B. After Proposal Submittal Deadline

Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance with HAR §3-143-403.

XI. Opening of Proposals

Upon the State purchasing agency's receipt of a proposal at a designated location, proposals, modifications to proposals and withdrawals of proposals shall be date-stamped and time-stamped. All documents so received shall be held in a secure place by the State purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

XII. Additional Materials and Documentation

Upon request from the State purchasing agency, each applicant shall submit additional materials and documentation reasonably required by the State purchasing agency in its evaluation of the proposals.

XIII. RFP Amendments

The State reserves the right to amend this RFP at any time prior to the closing date for final revised proposals.

XIV. Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's final revised proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPOH-200).* After final revised proposals are received, final evaluations will be conducted for an award.

XV. Cancellation of Request for Proposals

The RFP may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interest of the State.

XVI. Costs for Proposal Preparation

All costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

XVII. Provider Participation in Planning

Provider(s), awarded a contract resulting from this RFP,

- ☒ are required
☐ are not required

to participate in the purchasing agency's future development of a service delivery plan pursuant to HRS §103F-203.

Provider participation in a State purchasing agency's efforts to plan for or to purchase health and human services prior to the release of a RFP, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals, if conducted in accordance with HAR §3-142-202 and 3-142-203.

XVIII. Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

- A.** Rejection for failure to cooperate or deal in good faith. (HAR §3-141-201)
- B.** Rejection for inadequate accounting system. (HAR §3-141-202)
- C.** Late proposals (HAR §3-143-603)
- D.** Inadequate response to request for proposals (HAR §3-143-609)
- E.** Proposal not responsive (HAR §3-143-610(a)(1))
- F.** Applicant not responsible (HAR §3-143-610(a)(2))

XIX. Notice of Award

A statement of findings and decision shall be provided to all applicants by USPS mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

XX. Protests

Pursuant to HRS §103F-501 and HAR Chapter 148, an applicant aggrieved by an award of a contract may file a protest. The Notice of Protest form, SPO-H-801, is available on the SPO website. (See paragraph II, Website References.) Only the following matters may be protested:

- (1) A State purchasing agency's failure to follow procedures established by HRS Chapter 103F;
- (2) A State purchasing agency's failure to follow any rule established by HRS Chapter 103F; and
- (3) A State purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the State purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

Head of State Purchasing Agency	Procurement Officer
Name: Rona M. Suzuki	Name: Joy K. Kobayashi
Title: Executive Director	Title: Procurement Officer
Mailing Address: 830 Punchbowl Street, Room 420, Honolulu, HI, 96813	Mailing Address: 830 Punchbowl Street, Room 420, Honolulu, HI, 96813
Business Address: Same	Business Address: Same

XXI. Availability of Funds

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to HRS Chapter 37, and subject to the availability of State or Federal funds.

XXII. General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. (See paragraph II, Website References.) Special conditions may also be imposed contractually by the State purchasing agency, as deemed necessary.

XXIII. Cost Principles

In order to promote uniform purchasing practices among State purchasing agencies procuring health and human services under HRS Chapter 103F, State purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201, which is available on the SPO website (see paragraph II, Website References). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

Section 2

Service Specifications

Section 2

Service Specifications

I. Introduction

A. Overview, Purpose or Need

The U.S. DOE, Weatherization Assistance Program (WAP) enables low-income households to reduce their energy costs by making their homes more energy efficient. During the past 37 years, WAP has provided weatherization services to more than 6.5 million low-income households. Families receiving weatherization services see their annual energy bills reduced by an average of about \$480, depending on fuel prices.

The latest data from the U.S. Census Bureau indicates that the State of Hawaii has an estimated population of 1,419,561 in the year 2014. Of this estimated number, 87,407 are children under 5 years old and 195,138 are elderly (65 years and over). Of the total population, an estimated 10.8% (or 151,637 individuals) are living below the poverty level.

The national average cost of residential electricity per kilowatt hour as of April 2015 was 12.8 cents, but in Hawaii the statewide average was 38.08 cents per kilowatt-hour, which is almost triple the national average (Energy Information Administration, 2014). Neighbor Island rates are higher than Oahu's: the rates were 25.79 cents on Oahu, 27.62 cents on Maui, 33.76 cents on Molokai, 36.67 cents on Lanai; 30.38 cents on Hawaii island, and 41.40 cents on Kauai.

The assistance received through WAP allows the people qualified under this program to permanently reduce their energy bills by making their homes more energy efficient.

In Hawaii, DLIR-OCS has administered WAP for approximately 30 years, installing solar hot water heaters, energy efficient refrigerators to replace old ones, compact fluorescent light bulbs (CFLs) to replace incandescent light bulbs, low-flow shower heads, water heater timers, and other remedial measures.

The energy conservation resulting from these efforts helps reduce our dependence on foreign oil while decreasing the cost of energy and improving the health and safety of homes. Furthermore, this program will increase the self-sufficiency of low-income households by reducing their overall utility costs and teaching energy conservation behaviors designed to empower citizens to minimize energy usage.

B. Planning Activities in Preparation for this RFP

To design the service, DLIR-OCS has:

1. Conducted a public hearing in accordance with HAR Section 3-142-202;
2. Submitted a Weatherization Assistance Program State Plan to the U.S. DOE;
3. Considered the views of service recipients and community advocacy organizations on conditions affecting the achievement of mandated goals;
4. Updated service specifications based upon Federal Guidance; and
5. Consulted with the local Weatherization Policy Council to gather implementation and operational advice.

C. Description of the Goals of the Service

The primary goal is to provide weatherization services to those low-income Hawaii residents who are most vulnerable to rising energy costs, specifically:

- Elderly persons;
- Persons with disabilities;
- Families with children under the age of five (5);
- High residential energy users; and
- Households with a high energy burden.

D. Description of the Target Population to be Served

In determining the eligibility for weatherization assistance, DLIR-OCS complies with 10 CFR 440.16, which requires that priority be given to elderly persons, persons with disabilities, families with children, high residential energy users, and households with a high energy burden. Preference shall be given to agencies that address the needs of areas with high unemployment, low-income, and economic depression.

DLIR-OCS will require that weatherization assistance from U.S. DOE funds is provided to a family unit:

- a. who is at or below 200 percent of the Federal Poverty Guidelines for Hawaii, as established by the U.S. Department of Health and Human Services (<http://aspe.hhs.gov/poverty/14poverty.cfm>) or
- b. who is a household containing a member who has received cash assistance payments under Title IV or XVI of the Social Security Act during the 12-month period preceding the determination of eligibility.

It is essential that service providers develop and apply a methodology that awards major remediation services only to those households that are most in need of such services. Income eligibility at 200% of the Federal Poverty Guidelines is a preliminary requirement, but it is not sufficient in itself for provision of major remediation services. Service providers must concentrate on households that have truly serious needs.

E. Geographic Coverage of Service

The geographic coverage of this service area will be the entire State of Hawaii. This includes the Counties of Hawaii, Maui, Honolulu, and Kauai.

Applicants may identify a specific geographic area they propose to serve if not applying for a statewide grant.

All applicants must clearly demonstrate the capacity and capability to serve the geographic areas identified in their response.

F. Probable Funding Amounts, Source, and Period of Availability

A total of \$195,448 of U.S. DOE WAP funds will be available for Federal Fiscal Year 2016. Fund availability ends on September 30, 2016.

The following budget, expenses and completions are anticipated:

Awardee administration	\$9,772.40
Training and Technical Assistance	\$73,647.00
Total funds available to weatherize homes	\$121,801.00

Estimated number of units to be completed:	15.77
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The State reserves the right to reallocate WAP funds at any time during the program year among local awardees if a contractor is unable to meet WAP program requirements, cancels its weatherization contract, or if excess funds become available after all weatherization obligations are fulfilled under the existing budget.

II. General Requirements

A. Specific Qualifications or Requirements, Including But Not Limited to Licensure or Accreditation

1. The applicant must be a community action agency or other public or nonprofit entity. Preference shall be given to community action agencies or other public or nonprofit entities that are currently administering an effective WAP program or programs funded under Title II of the Economic Opportunity Act of 1964, with program effectiveness evaluated by consideration of factors including, but not necessarily limited to, the following:
 - a. The extent to which the past or current program achieved or is achieving weatherization goals in a timely fashion;
 - b. The quality of work performed by the subgrantee (The State receives federal funds from U.S. DOE and is thus the grantee; the State then awards funds competitively to subgrantees);
 - c. The number, qualifications, and experience of the staff members of the subgrantee; and
 - d. The ability of the subgrantee to secure volunteers, training participants, public service employment workers, and other Federal or State training programs.
2. The applicant shall hold all licenses, permits, and accreditations, and meet all standards required by applicable federal, state and county laws, ordinances, codes, and rules to provide services. The applicant shall also be in good standing with required licensing bodies, and in compliance with professional standards and requirements.
3. A minimum of one year of weatherization experience in Hawaii is preferred.
4. The applicant shall have the WAP for low-income persons in operation and begin providing services for Program Year 15 on October 15, 2015 and complete all program activities by September 30, 2016.
5. The applicant shall comply with HRS Chapter 103F, Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/1/98), which can be found on the SPO website - see Section 1, page 1-2, Website References. Costs must be allowable in accordance with the applicable Federal cost principles referenced in 10 CFR Part 600.
6. The applicant must provide reasonable accommodations to assure capacity to deliver services to those clients with physical limitations.
7. The applicant must assure and be responsible for the continuity of service activities in the event of staff illness, medical emergencies, vacancies, or

other situations that result in program resources that are less than proposed and contracted for. The applicant must not require or depend on the State agency's staff to provide service activities if program resources are not available due to any of the above situations.

8. The applicant must use credible and tested measurement tools to evaluate program effectiveness in achieving outcomes.
9. The applicant shall develop and implement procedures to document clients' income eligibility for these services.
10. The applicant shall protect whistleblowers and require prompt referral of evidence of a false claim to the State.
11. When a disagreement arises between the Provider and the State with respect to the performance of specific service activities within contracted specifications, the wishes of the State shall prevail. Failure on the part of the Provider to comply shall be deemed cause for corrective action and subject to contractual remedies.

B. Secondary purchaser participation

(Refer to HAR Section 3-143-608)

After-the-fact secondary purchases will be allowed.

Planned secondary purchases

None

C. Multiple or alternative proposals

(Refer to HAR Section 3-143-605)

☐ Allowed ☒ Unallowed

D. Single or multiple contracts to be awarded

(Refer to HAR Section 3-143-206)

☐ Single ☐ Multiple ☒ Single & Multiple

Criteria for multiple awards:

If it is deemed advantageous and in the best interests of the State, multiple awards may be approved by the awarding agency. The "best interest" of the State is advanced when all geographic areas solicited for are served, and the overall combination of costs and responsibilities result in the most funding being used on program activities. For example, if no single applicant can provide the required services, multiple awards may be made to service gap areas. Similarly, if a single

provider can cover the entire geographic area and this arrangement results in decreased State administrative costs, a single provider may be selected.

E. Single or multi-term contracts to be awarded

(Refer to HAR Section 3-149-302)

☒ Single term (2 years or less) ☐ Multi-term (more than 2 years)

Contract terms:

Upon award, the contract is expected to run from October 15, 2015, to September 30, 2016. There will be no opportunity for awardees to extend the contract period. The initial period shall commence on the contract start date or Notice to Proceed, whichever is later. The awardee shall have continuing duties that extend into the post-contract period, such as record-retention, audit, monitoring, and cooperation in any investigations.

F. RFP contact person

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful provider(s). Written questions should be submitted to the RFP contact person and received by the day and time specified in Section 1, paragraph I (Procurement Timetable) of this RFP.

Ryan K. Kobayashi
Phone: (808) 586-8699
Fax: (808) 586-8685
Email: ryan.k.kobayashi@hawaii.gov

Or by Mail:
830 Punchbowl Street, Rm. 420
Honolulu, Hawaii 96813

III. Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities

(Minimum and/or mandatory tasks and responsibilities)

The applicant must describe the service area and the agency's capacity and experience to perform the following services:

- 1. Outreach and Intake** – The applicant must state its ability to conduct community outreach activities to the general public to provide information to the eligible population to generate program interest and multiple applications

for services. A detailed outreach plan must be prepared that includes the activities that will be conducted to provide the communities with information about the program. A comprehensive intake system must determine each client's eligibility according to U.S. DOE guidance and any other additional requirements mandated by the State to ensure that major remediation services are rendered only to those who are most in need of such services. These criteria include all applicable poverty determinations and guidelines, and the sources of household support included or excluded as income.

2. **Client Eligibility and Selection for Installation of Energy-Saving Appliances (Ref CFR 10 440.16)** – The greatest expenditure of WAP funds will be for the installation of major energy-saving appliances, namely solar hot water heaters (SWH), Hybrid Solar Water Heaters, and energy-efficient refrigerators to substitute for refrigerators that have high energy consumption. These appliances have high individual costs – approximately \$7,100 for each SWH installed and approximately \$1,000 per refrigerator. WAP guidance requires consideration of the following factors, at a minimum in addition to income eligibility: the number of persons in the household; whether any of the persons in the household are elderly, disabled, or young children; whether the household has high energy costs even after other remediation actions have been taken (e.g., installation of power strips, timers, compact fluorescent lights (CFLs), water-saving showerheads and similar remediation). Client selection for these major measures should favor those clients who have the lowest incomes, rather than treating all income-eligible persons as being equally eligible with respect to the income factor. Further, with respect to rental housing, the applicant shall require the property owner to sign a cooperation agreement refraining from evicting the tenant (except for specific good reasons), or increasing the rent and otherwise requiring landlord cooperation in supporting the goals of these WAP remediation measures. In order to leverage the WAP funding, preference as among installations in rental units should be given to individuals or households where the property owner is willing to make a matching financial contribution toward the cost of the installation. DLIR-OCS will work with the applicant in setting out details with respect to this selection process.
3. **Client Eligibility and Selection for Major Remediation Services** – In determining the eligibility of weatherization assistance, DLIR-OCS complies with 10 CFR 440.16, which indicates that priority be given to elderly persons, persons with disabilities, families with children, high residential energy users, and households with a high energy burden. Preference shall be given to agencies that address the needs of areas with high unemployment, low-income, and economic depression.

All interested client applicants are required to complete an application to qualify for weatherization assistance.

DLIR-OCS will make sure, through program monitoring (desk and on-site) that weatherization assistance from U.S. DOE funds are provided to a family unit who is at or below 200 percent of the Federal Poverty Guidelines for Hawaii, as established by the Department of Health and Human Services (see table below), or households containing a member who has received cash assistance payments under Title IV or XVI of the Social Security Act during the 12-month period preceding the determination of eligibility.

Persons in family/household	Poverty guideline
1	\$13,420
2	18,090
3	22,760
4	27,430
5	32,100
6	36,770
7	41,440
8	46,110

***For families/households with more than 8 persons, add \$4670 for each additional person**

***Dollar amounts in table are shown at 100 percent of the Federal Guidelines**

Source: <http://aspe.hhs.gov/2014-poverty-guidelines>

In addition to these requirements, the number of major remediation services that can be accomplished within the budget for this grant is very minimal – less than 20 statewide. Accordingly, it is essential that major remediation services and installations must be limited to those clients who are “most in need” of these services and installations. The applicant must document its selection process to ensure that the clients selected are within the category of “most in need.”

- 4. Dwelling Unit Assessment and Energy Audit** – Upon determining the eligibility of a client (individual or household), and selecting the client as within the class of “most in need,” the applicant must be able to determine energy efficiency measures appropriate for the dwelling unit, as well as pertinent health and safety issues possibly arising from appliances or equipment installed or missing from the household. DLIR-OCS will be providing an opportunity for the applicant to participate and invite community members to participate in the implementation of the new “Saturn SWS Field Guide” for FY 15. The “Saturn SWS Field Guide” will provide guidance to the auditors, installers and contractors in order to ensure compliance with both federal and State regulations for weatherization measures. The applicant should describe its

capacity to carry out health and safety risk mitigation in the context of their budget request. The assessment should consider the Hawaii State priority list most recently approved by the U.S. DOE.

5. Building Eligibility

In the State of Hawaii, structures that are eligible for weatherization include Single-Family Homes and Multi-family buildings. For weatherization of multi-family buildings, income eligible person must occupy no less than 66 percent of the units.

Prior to the weatherization of any unit, documentation shall be obtained, using a customized service provider form certifying that the household meets eligibility criteria as provided in 10 CFR 440.22 and the Hawaii Weatherization State Plan. Income is not to exceed 200% of the federal poverty level in accordance with criteria established by the Office of the Secretary, U.S. Department of Health and Human Services.

Dwelling Eligibility

Sub-grantees are required to retain records that allow them to ascertain which dwellings have been previously weatherized including the date weatherization activities were completed and a description of U.S. DOE and other funds used for weatherization. Except in rare instances of approved callbacks, as authorized under WPN11-03, no dwellings weatherized after September 30, 1994 using U.S. DOE funds will receive additional WAP service using U.S. DOE funds. Dwellings weatherized prior to that cutoff date may be reweatherized if the household in the dwelling is currently eligible and a current energy audit documents that additional cost effective work can be performed.

Rewetherization

Homes that have been previously weatherized will not be eligible for reweatherization except in accordance with 10 CFR 440.18(e) (2), or those damaged by fire, flood, or Act of God as specified in 10 CFR 440.18 (f) (2) (ii). In cases where a previously assisted unit has been damaged by fire, flood or other natural disaster, assistance can be provided with prior approval from DLIR-OCS. Generally, assistance will only be provided to pay for damage not covered by insurance.

Subgrantees are required to retain records of all weatherized dwellings, including the date of weatherization and a description of U.S. DOE and other funds used for weatherization in a particular dwelling. No dwellings weatherized after September 30, 1994 using U.S. DOE funds will receive additional weatherization using U.S. DOE funds. Dwellings weatherized prior to September 30, 1994, may be reweatherized if the household in the dwelling is currently eligible and a current energy audit documents that additional cost effective work can be performed.

6. **Installation of Energy Devices and/or Health and Safety Devices** – The applicant must have the capacity or be able to generate or procure the capacity to install all devices appropriate to each home. The work must be performed by licensed individuals and must be completed within the first six (6) months of contract start date to accurately assess the energy savings. The applicant must have a process in place to conduct an energy audit of each dwelling prior to installation of such devices.
7. **Installation of Minor Remediation Measures.** In addition to making major installations, which must be limited in number due to cost, the Provider shall also endeavor to install minor appliances, such as low-flow showerheads, power strips, compact fluorescent light bulbs (CFLs), water-heater timers, and similar energy-saving devices that are currently available. The applicant shall address in its proposal how many such devices it plans to install and prescribe a compensation plan for such installations.
8. **Energy Conservation Education** – The applicant must have an energy conservation community awareness plan in place and must be able to convey the purpose and use of each energy efficiency and/or health and safety device to each client serviced. This education should also be sufficient for each client to understand basic energy conservation behavior, the composition of their electric bill, and other factors affecting overall energy usage. The education portion may also include assistance with access to other utility subsidies or services. Energy Conservation Education under this program should not be limited to those clients who receive major installation measures, but should be designed to reach broadly to as many persons in the client community as is reasonably practical
9. **Post-Installation Monitoring and Follow-Up.** The Provider shall monitor the electrical utility billings of all households that receive major remediation measures (SWHs and/or refrigerators) to ascertain whether the households are experiencing adequate reductions in energy usage. If energy usage does not decline by at least 20% on a monthly average, determined at the third month after installation, the Provider shall meet with the client to ascertain why the targeted level of improvement has not been achieved and shall work with the client to help improve the outcome. The applicant shall report to DLIR-OCS all instances in which the targeted level of improvement has not been achieved and provide an explanation of the situation.

B. Management Requirements (Minimum and/or Mandatory Requirements)

1. **Personnel** – Personnel retained or assigned to this service shall have all necessary licenses and specialized skills appropriate to the applicant's proposed services.

Position descriptions, policies and procedures must ensure the safety and skill of the individual assigned a certain task. Position descriptions should reflect the program activities supported or engaged in by the personnel responsible, as well as necessary education or certification. Policies and procedures should establish behaviors appropriate for the service.

Administrative – The applicant shall refer to the WAP State Plan as well as the U.S. DOE-approved priority list for the State of Hawaii, for guidance. Grant awards made under this RFP shall be made in compliance with applicable law; including regulations contained in 10 CFR Part 440, the Energy Policy Act of 2005, the Energy Independence and Security Act of 2007, the Federal Fund Accountability and Transparency Act, and other guidance.

Grant guidance and management information provisions for the Low-Income WAP for PY15 issued by Federal and State agencies such as U.S. DOE, the Office of Management and Budget (OMB), and the State Procurement Office (SPO) are applicable to all grant activities. All guidance, including technical assistance and suggestions, are available on the Weatherization Technical Assistance Center website: www.waptac.org.

2. **Quality Assurance and Evaluation Specifications** – The applicant shall have a written quality assurance plan, including procedures to assure that its services are provided in conformance with all Federal, State and County requirements, the requirements of this RFP and Purchase of Service (POS) contracts.

The plan shall include procedures to monitor administrative, program and fiscal operations for compliance with all requirements. It shall also provide for procedures to determine whether clients receive consistent, high quality services. The quality assurance plan shall identify roles and responsibilities for on-going implementation.

The applicant shall have a written plan for evaluation of performance in providing the required services, including procedures and methodology to measure, monitor and collect data on outputs and outcomes, and to evaluate the outcomes and other results of its services. The evaluation plan should also include procedures to identify and resolve problems, and make improvements to the program as needed. The evaluation plan should identify staff roles and responsibilities for assuring on-going implementation.

The applicant must also indicate the specific measurement tool(s) and/or procedures that will be utilized to document and verify that each proposed program output and outcome was accomplished.

DLIR-OCS will conduct a comprehensive annual monitoring of each subgrantee at least once during the contract period or shortly after closeout. Monitoring by DLIR-OCS may include on-site visits with comprehensive evaluation of several

areas of performance. The comprehensive monitoring will include review of client files and subgrantee records, as well as actual inspection of at least 5% of the completed units. By contract close or as soon as practicable thereafter, the State will have completed a comprehensive review of each subgrantee, including review of its latest financial audit.

The applicant must maintain throughout the term of the contract a system of self-appraisal and program evaluation to track and validate the effectiveness of the activities provided. The evaluation process must include tools or instruments to identify client indicators of change, which are relevant to client outcomes and include a process for making improvements or taking corrective action based upon the evaluation findings.

- 3. Output and Performance/Outcome Measurements** – The applicant shall set forth, using the attached table in Section 5, the following outputs and performance outcomes that it expects to achieve. Program outputs and outcomes reported to DLIR-OCS for each specific activity must be a direct result of the funding of this program by DLIR-OCS.

a. Dwelling Units & Costs of Devices Installed

- Number of dwelling units and households assessed for program eligibility.
- Number of dwelling units and households qualifying for installation.
- Number of dwellings eligible for major installations (i.e., solar hot water heaters or refrigerators & reducing energy costs by 20%).
- Number of dwellings for which minor installations are made, e.g., CFL bulbs, power strips & low-flow shower heads. (The provider does not need to determine energy savings costs unless available.)
- Number of dwelling units affected by the program in which energy costs are reduced.
- Number of households receiving energy conservation education.

b. Energy Saving Devices & Costs of Devices Installed

- Number of energy saving devices installed, by device.

The applicant may propose other measures of effectiveness.

Please use the Output and Measure Installation Proposal Table located at the end of this RFP in Section 5 and include it in the Service Delivery section of your proposal application

- 4. Experience** – A minimum of one year experience in providing Weatherization or similar services is preferred.
- 5. Coordination of Services** – The applicant shall strive to develop meaningful dialogue and collaboration with other agencies performing similar or complimentary services. The applicant should describe the agencies, if any, that

it will coordinate its services with and indicate those which it already has established partnerships.

As applicable to the program, provide a list of organizations, cooperating entities, consultants, or other key individuals who will work on the project along with a short description of the nature of their effort or contribution (i.e, contractors, plumbers, et al.).

- 6. Reporting Requirements for Program and Fiscal Data** – Monthly program progress and fiscal reports are required within thirty (30) calendar days after the last day of each month. The final report on the total contract period is required within sixty (60) calendar days after the last day of the contract period.

The applicant shall describe its ability to provide monthly and final reports on program performance, particularly on units completed, cost of unit completed, people assisted, and energy savings.

The applicant shall describe its ability to provide monthly and final reports on fiscal performance, particularly comparing its budgeted expenditures to actual expenditures, and identifying and explaining the reasons for variances.

In addition to the data described above, the monthly program progress reports shall include narrative clearly and fully reporting on the following activities during the reporting period on each item:

Outreach: Number and description of all outreach events and number of persons who made written applications for WAP services.

Intake/Client Selection: Describe the selection procedures used to ensure that major measures (SWHs and refrigerators) are to be given to households that are not only eligible, but actually most in need (Selection criteria from 10 CFR §440.16 and 10 CFR §440.22)

Major and Minor Installations: Describe in detail each of the households receiving major installations to demonstrate that these are truly needy households that will benefit substantially from the installations:

For minor installations, describe how clients were selected who received minor installations (CFLs, power strips, etc.) – identify neighborhoods, typical income patterns, etc. (Refer to 10 CFR §440.18, §440.19, § 440.20, and §440.22.)

Consumer Education: Describe all consumer education events relating to energy conservation and other wise uses of energy held by you during the reporting period. For each event, identify the target community, number of persons reached, topics discussed, and literature distributed.

Monitoring and Follow-Up on Major Installations: Report on reviews of post-installation electricity billings for households that received major installations in the first 6 months of the program, comparisons of new billings against pre-installation billings, and actions taken to contact clients and discuss issues where the post-installation billings fail to reflect significant reductions in electricity usage of 20% or better. (Refer to WPN 12-5)

C. Facilities

The applicant shall provide facilities as necessary to effectuate the purposes of the program and provide adequate services. Facilities should comply with all applicable Federal, State, and local laws and regulations pertinent to the type of facility and clientele, such as ADA. If the applicant believes facilities are not necessary to carry out the program, they may suggest and explain in the proposal.

IV. COMPENSATION AND METHOD OF PAYMENT

A. Pricing Structure and Methodology

Pricing for services shall be on a Fee-for-Service, performance-based basis. For activities such as Outreach/Intake, Education, and Eligibility, the awardee will be compensated on a per-client basis. For installations, the awardee will be reimbursed for the actual cost of the measure plus the installation. In accordance with U.S. DOE rules, the average cost of installations for each household may not exceed \$7,105. Additional restrictions on total percentages of administrative costs, health and safety costs, and training levied by the U.S. DOE or the State may apply. Administrative and other non-program or indirect costs will be released commensurate with actual outcomes achieved.

B. Compensation and Method of Payment

Reimbursement shall be made monthly upon submission by the applicant of written request for payment using Form 300 (Cash Request) with Form 310 (Expenditure Report) and other supporting documents. These requests will not be accepted unless they are completed accurately, signed by authorized person(s) and have appropriate support documentation attached. The State may retain some or all of each payment requested by the applicant. No advance payments will be allowed.

Payment of the retained amount shall be made based upon satisfactory acceptance of: (1) written monthly fiscal and program progress reports with supporting documentation, and (2) written final fiscal and final program progress reports. The reports shall be reviewed by the State and shall be subject to the State's preliminary determination of appropriateness and allowability of the reported expenditures. The State's preliminary determination of appropriateness and allowability of the reported expenditures shall be subject to verification and subsequent audit. All proposed costs shall be as allowed by Chapter 103F, HRS, Cost Principles for

Purchases of Health and Human Services in form SPO-H-201 provided on the SPO website.

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications shall be submitted to the State purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional). Two originals and one electronic copy on a flash drive (memory stick) are required.*
- *Tabbing of sections (Recommended). Please ensure that the electronic copy has sufficient indexing to allow for ease of access to individual sections and attachments.*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO website (see Section 1, paragraph II, Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

The Proposal Application comprises the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

I. Program Overview

Applicant shall give a brief overview to orient evaluators as to the program/services being offered. This overview will offer general information as to the structure and methodology of services. This section will not be scored.

II. Experience and Capability

A. Necessary Skills

The applicant shall identify and demonstrate capability to perform the necessary skills, abilities, and knowledge relating to the delivery of the proposed services. The applicant should also describe what specific staff members, if any, have these skills.

B. Experience

The applicant shall provide a description of projects/contracts pertinent to the proposed services that demonstrates a minimum of one year of experience.

The applicant shall provide a brief description and listing of past and current programs and/or contracts pertinent to providing weatherization assistance to low-income that includes **all of the following information**: the contracting agency, contact person, address, telephone number and/or e-mail address, contract/program title, contract period, funding amount, and performance outcomes. In addition, the applicant shall provide a copy of relevant reports or information relating to contract/program performance.

The applicant shall identify key staff members who will be involved in the management, administrative, and program functions needed to provide and support the services being requested. The applicant shall also provide resumes, employment history, responsibilities, program experience, and significant accomplishments for each staff member.

The applicant shall identify staff members and/or community partners who will be attending training in line with the use of the “Saturn SWS Field Guide for Audits and Installations.”

The State reserves the right to contact references to verify experience and other qualifications.

C. Quality Assurance and Evaluation

The applicant shall demonstrate that it has a written evaluation plan that effectively measures, monitors, and evaluates program performance and detects and addresses issues/problems in a timely manner. (Refer to the quality assurance and evaluation requirements in Section 2, Service Specifications.)

Written policies and procedures are required for all of the services including personnel standards, operating procedures, determination of client eligibility, documentation, record keeping, data gathering, reporting, financial administration, quality assurance, monitoring and evaluation.

The applicant is required to have a written outcome-based program plan and an on-going planning and evaluation process for these services.

Specifically, the applicant must provide: (1) a written quality assurance plan sufficient to assure consistent and high quality of administration and services, and (2) a written evaluation plan to effectively measure, monitor, and evaluate program performance and timely detect and resolve program problems. The applicant shall describe what evidence or documentation will be used to verify program accomplishments. These plans may be program-specific or agency wide, but must be proved sufficient to adequately address the quality and evaluation needs of the program outcomes.

D. Coordination of Services

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community. The applicant will describe proposed partnerships or cooperative agreements with other public or private agencies that will assist the applicant in providing high quality WAP services.

If letters of support are submitted, include only letters that establish a specific commitment of time, money, personnel, space, or resources to the program by the agency supporting the program. Include only letters that are absolutely necessary to support your proposal or that will enhance the program.

E. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet applicable Americans with Disabilities Act (ADA) requirements and special equipment that may be required for the services. As stated above, if the applicant believes facilities are not necessary to carry out the program, they may suggest and explain in the proposal.

III. Project Organization and Staffing

A. Staffing

1. Proposed Staffing

The applicant shall describe the proposed staffing pattern, client/staff ratio, and proposed caseload capacity appropriate for the viability of the services. The applicant shall demonstrate that applicant's assignment of staff would be sufficient to effectively administer, manage, supervise, and provide the required services.

If the applicant proposes the use of subcontractors, the applicant shall fully explain, justify, and demonstrate any proposed use of a subcontractor to be as or more effective than agency staff for the provision of the required services; **demonstrate** that a proposed subcontractor is fully qualified for the specific work that would be subcontracted, by including description of the proposed subcontractor's experience, capability, project organization, staffing, and proposed services as set forth for applicants in these RFPs; and **explain** how it would assure quality and effectiveness of the subcontractor, monitor and evaluate the subcontractor, and assure compliance with all of the requirements of the RFP.

If the applicant proposes to use volunteers, the applicant shall fully explain, justify, and demonstrate any proposed use of a volunteer to be as effective as in-house staff for the provision of the required services; **demonstrate** that proposed volunteers are or would be fully qualified for the specific work assigned, are reliable, and would be available when and where needed to provide the required services; **explain** how it would provide sufficient management, supervision, oversight, and evaluation of volunteers, and otherwise assure their work quality and effectiveness; and **explain** how it will assure that volunteers perform in compliance with the requirements of the RFP.

2. Staff Qualifications

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. As stated above, the applicant shall also provide resumes, employment history, responsibilities, program experience, and significant accomplishments for each staff member.

B. Project Organization

1. Supervision and Training

The applicant shall describe its ability to supervise, train and provide administrative direction to staff, volunteers, or subcontractors relative to the delivery of the proposed services.

The applicant shall explain how the program organization and assignment of personnel are sufficient for the effective administration, management, supervision, and provision of services to meet the projected requirements of this RFP.

The applicant shall propose a clear plan for reviewing the qualifications and effectiveness of existing qualified staff, and qualified sub-recipient agencies.

2. Organization Chart

The applicant shall reflect the position of each staff and line of responsibility/supervision (include the position title, name and full-time equivalency on the description).

The applicant shall provide an “Organization-wide” chart that shows the program placement of the required services within the overall agency, and a “Program” organization chart that shows the lines of communication between program administration and staff. Written explanations of both organization charts shall be included.

Demonstrate that the applicant’s proposed organization would be sufficient to effectively administer, manage and provide the required services.

IV. Service Delivery

Applicant shall include a detailed discussion of the applicant’s approach to applicable service activities and management requirements from Section 2, Item III. – Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules. The applicant shall clearly identify and describe the geographic area(s) and the targeted population groups that it proposes to serve. The applicant shall demonstrate, with demographic data and other documentation, that the geographic area(s) it proposes to serve contains significant numbers of the target population of this RFP; there is a determined need for the services; the services available to the area are insufficient to fill the need; and the extent of services proposed for each area will effectively address the needs.

The applicant shall describe its program in sufficient detail to provide a complete and comprehensive picture of its total program design. The applicant shall explain how it would provide all of the services required in Section 2, Item III – Scope of Work, namely:

1. Outreach/Intake

For this service the applicant must state their ability to conduct outreach activities to the eligible population to generate program interest and multiple applications. The applicant should describe an outreach plan and a comprehensive intake system determining each client’s eligibility according to U.S. DOE guidance and any other additional restrictions mandated by the State.

2. Client Selection

Describe the selection procedures used to ensure that major measures (SWHs and refrigerators) are to be given to households that are not only eligible, but actually most in need. (Selection criteria are derived from 10 CFR §440.16 and 10 CFR §440.22.)

3. Dwelling Unit Assessment and Energy Audit

The applicant must demonstrate the ability to determine energy efficiency measures appropriate for the dwelling unit, as well as pertinent Health and Safety issues possibly arising from appliances or equipment installed or missing from the household. The Applicant should describe their capacity to carry out Health and Safety risk mitigation in the context of their budget request.

4. Installation of Energy Devices and/or Health and Safety Devices

The applicant must demonstrate internal capacity or be able to generate or procure capacity to install all devices appropriate to each home. The applicant should describe the licensure of the individuals performing the work, if applicable.

5. Energy Conservation Education

The applicant must demonstrate the ability to convey the purpose and use of each energy efficiency and/or health and safety device to each client serviced. This education should also be sufficient for each client to understand basic energy conservation behavior, the composition of their electric bill, and other factors affecting overall energy usage. The applicant may demonstrate this through use of evidence-based curricula or other means.

The proposal should address all service locations, tasks, activities, time lines, milestones, and other pertinent information. Time lines should include goals and objectives with start and completion dates, major milestones or special events, important deadlines, scheduled reports and evaluations, as well as special requirements by the funding source. This time line will clearly show the ability of the agency to complete the program requirements by September 30, 2016.

The applicant shall describe and justify its overall approach and methodology in addressing the need identified in this RFP, including a logical step-by-step progression of proposed program services from start to finish.

The applicant shall state the amounts of the required outputs that it proposes to provide, outcomes that it expects to achieve or that will result from its services, and why these outputs and outcomes are feasible and demonstrate the effectiveness of services.

Projected outputs and outcomes shall be submitted on the performance output and outcome measurements tables provided at the end of each Section 5, Attachments for each RFP. Where the applicant proposes different or additional outputs and outcomes than those provided by DLIR-OCS, a justification should be provided.

V. Financial

A. Pricing Structure

Applicant shall submit a cost proposal utilizing the pricing structure designated by the state purchasing agency. The cost proposal shall be attached to the Proposal Application. This cost proposal should account for the proposed compensation and method of payment.

1. Pricing Structure Based on Fee-for-Service

The fee-for-service pricing structure reflects a purchase arrangement in which the State pays the contractor upon documentation of delivering the agreed upon services specified in the contract, up to a stated maximum obligation. The proposal should reflect the primary budget expenditure categories mandated by the U.S. DOE, including any additional requirements imposed by Federal and State Cost Principles.

2. Budget Forms

As applicable, provide a budget with line-item detail and detailed calculations for each budget object class identified in the budget forms below. Detailed calculations must include estimation methods, quantities, unit costs, and other similar quantitative detail sufficient for the calculation to be duplicated.

All budget forms, instructions and samples are located on the SPO website (see Section 1, page 1-2, Website Reference). The following budget form(s) shall be submitted with the Proposal Application:

- a.** SPO-H-205 Proposal Budget for FY 2015-2016
- b.** SPO-H-206A Budget Justification – Personnel: Salaries and Wages
- c.** SPO-H-206B Budget Justification – Personnel: Payroll Taxes, Assessment and Fringe Benefits
- d.** SPO-H-206E Budget Justification – Contractual Services: Administrative
- e.** SPO-H-206F Budget Justification – Contractual Services: Subcontracts
- f.** SPO-H-206H Budget Justification – Program Activities

The applicant shall also utilize and refer to form SPO-H-201, Chapter 103F, HRS, Cost Principles in Purchases of Health and Human Services, in preparing its cost proposal.

In completing the required budget forms, the applicant should consider the evaluation criteria contained in Section 4 of this RFP, whereby the comprehensiveness of the information presented and the justification of all cost items are particularly important factors. If more space is needed to fully explain

and justify the proposed cost items, the applicant should attach additional sheets as necessary.

3. Budget Justification

The budget justification should be in a narrative form. It evaluates the appropriateness and reasonableness of project costs in relation to anticipated program activities and planned outcomes.

a. Personnel

Description: Costs of employee salaries and wages.

Justification: Identify key project staff if known at the time of application. For each staff person, provide: title, time commitment to the project as a percentage or full-time equivalent, and annual salary.

b. Fringe

Description: Costs of employee fringe benefits unless treated as part of an approved indirect cost rate.

Justification: Provide a breakdown of the amounts and percentages that comprise fringe benefits, payroll taxes and assessment costs such as health insurance, FICA, retirement, unemployment insurance, social security, etc.

c. Contractual

Description: Costs of all contracts for services and goods except for those that belong under other categories such as equipment, supplies, etc. Include third-party evaluation contracts, if applicable, and contracts with secondary recipient organizations, including delegate agencies and specific project(s) and/or businesses to be financed by the applicant.

Justification: Demonstrate that all procurement transactions will be conducted in a manner provided, to the maximum extent practical, open and free competition.

Note: Whenever the applicant intends to delegate part of the project to another agency, the applicant must provide a detailed budget and budget narrative for *each delegate agency*, by agency title, along with the required supporting information.

d. Program Activities

Description: Costs of all services directly related to the program, such as Materials, Labor, and any other costs not related to personnel costs.

Justification: Demonstrate all Material and Labor costs are appropriate and reasonable for the amount of work being performed.

B. Other Financial Related Materials

1. Accounting System

The applicant shall provide, as part of its cost proposal, its most recent independent financial audit, with any accompanying management letter, to demonstrate the adequacy of its accounting system. The requirements for an adequate accounting system may include, but not be limited to, keeping accurate procurement and financial records required by law, the state purchasing agency, or the State Procurement Office (SPO); providing required cost data in acceptable form and in a timely manner; and compliance with generally accepted accounting principles (GAAP). Other documents may be submitted if relevant.

VI. Other**A. Litigation**

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment. If applicable, please explain.

Section 4

Proposal Evaluation

Section 4

Proposal Evaluation

I. Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

II. Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing. Non-state employees may serve as advisors in the evaluation of the proposals but shall not represent or act on behalf of a purchasing agency in any selection or award. When possible and practicable, the purchasing agency will utilize trained employees from other Departments or divisions to prevent bias. Scores will be tabulated and averaged to provide an overall score.

The evaluation will be conducted in three phases as follows:

- Phase 1 – Evaluation of Proposal Requirements
- Phase 2 – Evaluation of Proposal Application
- Phase 3 – Recommendation for Award

Evaluation Categories and Thresholds

<u>Evaluation Categories</u>		<u>Possible Points</u>
<i>Administrative Requirements</i>		
<i>Proposal Application</i>		100 Points
Program Overview	0 points	
Experience and Capability	30 points	
Project Organization and Staffing	15 points	
Service Delivery	45 points	
Financial	10 Points	
TOTAL POSSIBLE POINTS		100 Points

III. Evaluation Criteria

A. Phase 1 – Evaluation of Proposal Requirements

1. Administrative Requirements

The applicant must consider the WAP State Plan as well as the U.S. DOE-approved priority list for the State of Hawaii, for guidance. Grant awards made under this RFP shall be in compliance with applicable law; including regulations contained in 10 CFR Part 440 (issued February 1, 2002), the Energy Policy Act of 2005, the Energy Independence and Security Act of 2007, the Federal Fund Accountability and Transparency Act, and other guidance.

The applicant's proposal must account for grant guidance and management information provisions for the Low-Income WAP for FY15 issued by Federal and State agencies such as USDOE, the Office of Management and Budget (OMB) and the State Procurement Office (SPO). All guidance, including technical assistance and suggestions, are available on the Weatherization Technical Assistance Center website: www.waptac.org.

Proposals that do not comport with applicable Federal, State, or local government regulations or guidance will be rejected.

2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPO-H-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

B. Phase 2 - Evaluation of Proposal Application (100 Points)

Program Overview: No points are assigned to Program Overview. The intent is to give the applicant an opportunity orient evaluators as to the service(s) being offered.

1. Experience and Capability (30 Points)

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

a. *Necessary Skills (5 Points)*

- Identifies and demonstrates skills, abilities, and knowledge relating to the delivery of the proposed services.

b. *Experience (10 Points)*

- Demonstrates at least 2 years prior experience with Weatherization or other similar services
- Provides all of the following information with respect to previous experience: contracting agency, contact person, address, telephone number and/or e-mail address, contract/program title, contract period, funding amount, and performance outcomes. In addition, the applicant shall provide a copy of relevant reports or information relating to contract/program performance. (Refer to Section 3, Proposal Application, Subsection 2b).

c. *Quality Assurance and Evaluation (8 Points)*

- Has a written quality assurance plan and a written evaluation plan timely and sufficient for all proposed services, with a reasonable and relevant methodology.
- Applicant has written policies and procedures required for all of the services/installations including personnel standards, operating procedures, eligibility determination, documentation, recordkeeping, data gathering, reporting, and financial administration.

d. *Coordination of Services (5 Points)*

- Demonstrates capability to outreach to and coordinate services with other existing agencies and resources in the community.
- Describes proposed partnerships or cooperative agreements with other public or private agencies that will assist the applicant in providing high quality WAP services, and list partners.

e. Facilities (2 Points)

- Demonstrates that applicant would provide adequate facilities (i.e., location(s), description of facilities, available technology and resources, special equipment, etc.) for the services proposed that are in compliance with Americans with Disabilities Act and other applicable laws and regulations, or describes, in detail, why facilities are unnecessary

2. Project Organization and Staffing (15 Points)

The State will evaluate the applicant's overall staffing approach to the service that shall include:

a. Staffing (8 Points)

- Proposed Staffing: That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services.
- The applicant shall demonstrate that applicant's assignment of staff would be sufficient to effectively administer, manage, supervise, and provide the required services
- Staff Qualifications: Minimum qualifications (including experience) for individual staff assigned to the program align with program goals.
- Provide resumes, employment history, responsibilities, program experience, or other documents to substantiate fulfillment of qualifications

b. Project Organization (7 Points)

- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services.
- Applicant describes supervisory protocols for staff, subcontractors, and volunteers, as applicable.
- Organization Chart: Applicant includes agency and program specific organizational charts with adequate written description.
- The applicant shall reflect the position of each staff and line of responsibility/supervision as well as why supervision and direction are adequate for the services.

3. Service Delivery (45 Points)

Evaluation criteria for this section will assess the applicant's approach to the service activities and management requirements outlined in the Proposal Application.

- **(5 Points)** Clearly identifies and describes the geographic area(s) and the targeted population groups that it proposes to serve. Demonstrates, with demographic data and other documentation, that the geographic area(s) it proposes to serve contains significant numbers of the target population of this RFP; there is a determined need for the services; the services available to the area are insufficient to fill the need; and the extent of services proposed for each area will effectively address the needs.
- **(5 Points)** Describes and justifies its overall approach and methodology in addressing the need identified in this RFP, including a logical step-by-step progression of proposed program services from start to finish.
- **(15 Points)** Explains how applicant would provide all of the services required in Section 2, Item 3 – Scope of Work, namely: Intake, Client Selection, Dwelling Unit Assessment and Energy Audit, Installation of Energy Efficiency/Health and Safety Devices, and Energy Conservation Education.
- **(10 Points)** Demonstrates that applicant's program design is comprehensive and complete, by explaining in sufficient detail all services and information required including, but not limited to, descriptions of service locations, program tasks, activities, time lines, and other pertinent information. Demonstrates that applicant can meet the proposed caseload and provide the proposed services in all applicable geographic areas in a timely manner.
- **(5 Points)** The applicant shall state the amounts of the required outputs that it proposes to provide, outcomes that it expects to achieve or that will result from its services, and applicant's ability to propose the proper instruments and measuring tools to evaluate and confirm outcomes. Demonstrates that applicant proposes feasible, effective amounts of program outputs and outcomes.
- **(5 Points)** Describes documentation used to verify each of the program outputs and outcomes and explains in sufficient detail how outputs/outcomes will be tracked and documented in client's files and/or agency records.

4. Financial (10 Points)

The State will evaluate the proposal's financial merit, including Pricing Structure and Adequacy of Accounting System:

a. Pricing Structure (7 Points)

- Demonstrates that applicant's proposed costs are reasonable and necessary by providing adequate information and justification for all cost items, and explanation of applicant's method of allocation of indirect costs. Demonstrates that the applicant has a need for the amount requested for the proposed services. Demonstrates pricing structure comports with that in the Compensation and Method of Payment section.

b. Accounting System (3 Points)

- Demonstrates, through narrative and appropriate documentation such as a recent independent audit, the adequacy of applicant's accounting system and procedures to assure proper and sound fiscal administration of funding. Explains in sufficient detail applicant's ability to provide complete, accurate and timely fiscal reports

C. Phase 3 - Recommendation for Award

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

Each award shall consider the responsiveness of the applicant to the specifications outlined in the request for proposals, as well as the responsibility of the applicant to perform the services. "Responsibility" in this context means the ability of an applicant to perform the required services based on experience, capacity, agency size and staffing, and other factors that may affect the service.

OCS reserves the right not to select and award the lowest price proposal application. In fact, OCS may decide at its discretion not to select and award any of the submitted applications.

Section 5

Attachments

- A. Proposal Application Checklist
- B. Sample Proposal Table of Contents
- C. Output and Measure Installation Proposal Table

Proposal Application Checklist

Applicant: _____

RFP No.: _____

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website. See Section 1, paragraph II Website Reference.*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
General:				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Attachment A	X	
Table of Contents	Section 5, RFP	Section 5, RFP	X	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	X	
Hawaii Compliance Express (HCE) Verification Certificate	Section 1, RFP	Hawaii Compliance Express (Link on SPO website)*		
Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*	X	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5		
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5		
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*		
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*	X	
SPO-H-206F	Section 3, RFP	SPO Website*	X	
SPO-H-206G	Section 3, RFP	SPO Website*		
SPO-H-206H	Section 3, RFP	SPO Website*	X	
SPO-H-206I	Section 3, RFP	SPO Website*		
SPO-H-206J	Section 3, RFP	SPO Website*		
Certifications:				
<i>Federal Certifications</i>		Section 5, RFP		
Debarment & Suspension		Section 5, RFP	X	
Drug Free Workplace		Section 5, RFP	X	
Lobbying		Section 5, RFP	X	
Program Fraud Civil Remedies Act		Section 5, RFP	X	
Environmental Tobacco Smoke		Section 5, RFP	X	
Program Specific Requirements:				

Authorized Signature

Date

Proposal Application Table of Contents

I.	Program Overview	1
II.	Experience and Capability	1
A.	Necessary Skills	2
B.	Experience.....	4
C.	Quality Assurance and Evaluation.....	5
D.	Coordination of Services.....	6
E.	Facilities	6
III.	Project Organization and Staffing	7
A.	Staffing.....	7
1.	Proposed Staffing.....	7
2.	Staff Qualifications	9
B.	Project Organization	10
1.	Supervision and Training.....	10
2.	Organization Chart (Program & Organization-wide) (See Attachments for Organization Charts)	
IV.	Service Delivery	12
V.	Financial.....	20
	See Attachments for Cost Proposal	
VI.	Litigation.....	20
VII.	Attachments	
A.	Cost Proposal	
	SPO-H-205 Proposal Budget	
	SPO-H-206A Budget Justification - Personnel: Salaries & Wages	
	SPO-H-206B Budget Justification - Personnel: Payroll Taxes and Assessments, and Fringe Benefits	
	SPO-H-206C Budget Justification - Travel: Interisland	
	SPO-H-206E Budget Justification - Contractual Services – Administrative	
B.	Other Financial Related Materials	
	Financial Audit for fiscal year ended June 30, 2011	
C.	Organization Chart	
	Program	
	Organization-wide	
D.	Performance and Output Measurement Tables	
	Table A	
E.	Program Specific Requirements	

OUTPUT AND MEASURE INSTALLATION PROPOSAL TABLE
WEATHERIZATION ASSISTANCE PROGRAM
MONTHLY PROGRAM REPORT

<i>Agency:</i>	
<i>Contract Period:</i>	10/1/2015 - 9/30/2016
<i>Reporting Period:</i>	

	Month Year				Quarter to date	Year to date
A. TOTAL ENERGY SAVINGS (final report only)						
B. TOTAL UNITS COMPLETED						
1. AVERAGE COST PER UNIT COMPLETED						
2. UNITS BY TYPE						
Owner-Occupied Single Family Unit						
Rental-Single-Family Unit						
Owner-Multi-Family (5 or more units)						
Rentalr-Multi-Family (5 or more units)						
3. UNITS BY OCCUPANCY						
Elderly-Occupied						
Disabled-Occupied						
Native Hawaiian-Occupied						
Children-Occupied						
High Residential Energy User						
Household with High Energy Burden						
4. WEATHERIZATION MEASURES						
Compact Flourescent Light Kits						
Refrigerator Replacements						
Solar Hot Water Systems						
Surge Protectors						
Low flow showers heads						
Hybrid Pump Water Heater Systems						
Water Heater Timer						
Faucet Aerators						
Small Room Air Conditioners Replacement						
Large Room Air Conditioner Replacement (for Hawaii, Kauai, Lanai and Molokai islands only)						
C. TOTAL PEOPLE ASSISTED						
Elderly (65 years old and over)						
Persons with Disabilities						
Native Hawaiian						
Children (under 5 years old)						
D. Leveraged Units (units completed with other funds not included in WAP budget)						

PROGRAM NARRATIVE

Describe fully, if applicable, all work done during the reporting period on each item:

Outreach: Number and description of all outreach events and number of persons who made written applications for WAP services

Client Selection: Describe selection procedures made to ensure that major measures (SWHs and refrigerators) are to be given ONLY to households that are most in need

Major and Minor Installations: Describe in detail the households receiving major installations to demonstrate that these are truly needy households that will benefit substantially from the installations. For minor installations, describe how clients were selected, who received minor installations (CFLs, power strips, etc.) - identify neighborhoods, typical income patterns, etc.

Training of Energy Auditor/Installer/Contractor: Describe the training that the energy auditor/installer/contractor Received or will receive and how they are incorporating the Saturn SWS Field Guide as part of the auditing procedure.

Consumer Education: Describe all consumer education events relating to energy conservation and other wise uses of energy.

Follow-up on Major Installations: Report on reviews of post-installation electricity billings for households that received major installations in the previous three calendar quarters, comparisons of new billings against pre-installation billings, and actions taken to contact clients and discuss issues where the post-installation billings fail to reflect significant reductions in electricity usage.

Submitted By: _____ Date: _____
Type Name: _____
Title: WAP Program Manager _____